

## How to Use SNAP Guide

**SNAP** pays for food. The amount a family receives each month depends on their income and the number of members in the family. It typically takes three-four weeks for our clients to receive SNAP. During their time without SNAP, we provide cash to the family for purchasing food.

SNAP and Cash benefits may also be accessed at participating ATM and authorized retail store locations. The EBT card and Personal Identification Number (PIN) are used at authorized retail stores with cash or SNAP benefits. Many retail stores also provide cash back with purchases. Check with the store for their cash back policy.

### How to use EBT card:

1. Swipe the card
2. Enter your PIN in the machine at the checkout line
3. Only you should enter your PIN
4. Always check and keep your receipts for your EBT purchases

Please be advised that certain types of businesses are not allowed to let you use your EBT cash benefit to purchase items or to withdraw cash on their premises. This restriction applies whether the business is located in New York, in another state, or on Tribal lands.

Businesses are not allowed to let you use your EBT card, nor should you use your card, at:

- Liquor stores
- Wine stores
- Beer/beverage centers
- Race tracks
- Casinos
- Video lottery facilities
- Off-track betting facilities
- Commercial bingo facilities; and
- Places that provide adult oriented entertainment in which performers take off their clothes or perform without clothes

There are currently “[How to Use Your EBT Card](#)” guides in [English](#), Arabic, Bengali, Chinese, French, Haitian Creole, Italian, Korean, Polish, Russian, Spanish, Urdu, and Yiddish. Additionally, the toll-free number 1-888-328-6399 - is available in Arabic, Chinese, English, Haitian-Creole, Italian, Korean, Russian, and Spanish to recipients 24 hours per day, 7 days per week to:

1. Check your SNAP or cash account balance information
2. Hear your last ten transactions
3. Request a printed 2-month statement of your account history
4. File a claim if you suspect that a transaction error occurred

5. Change your PIN
6. Report damaged, lost, or stolen cards, and request a replacement card be mailed to you

Click [this link](#) to find out more! **As a volunteer, you should not purchase groceries for the family after they arrive.** *As a volunteer, you should not purchase groceries for the family after they arrive.*



\* Most of this information was created using <https://otda.ny.gov/workingfamilies/ebt/>.